

Figure 1

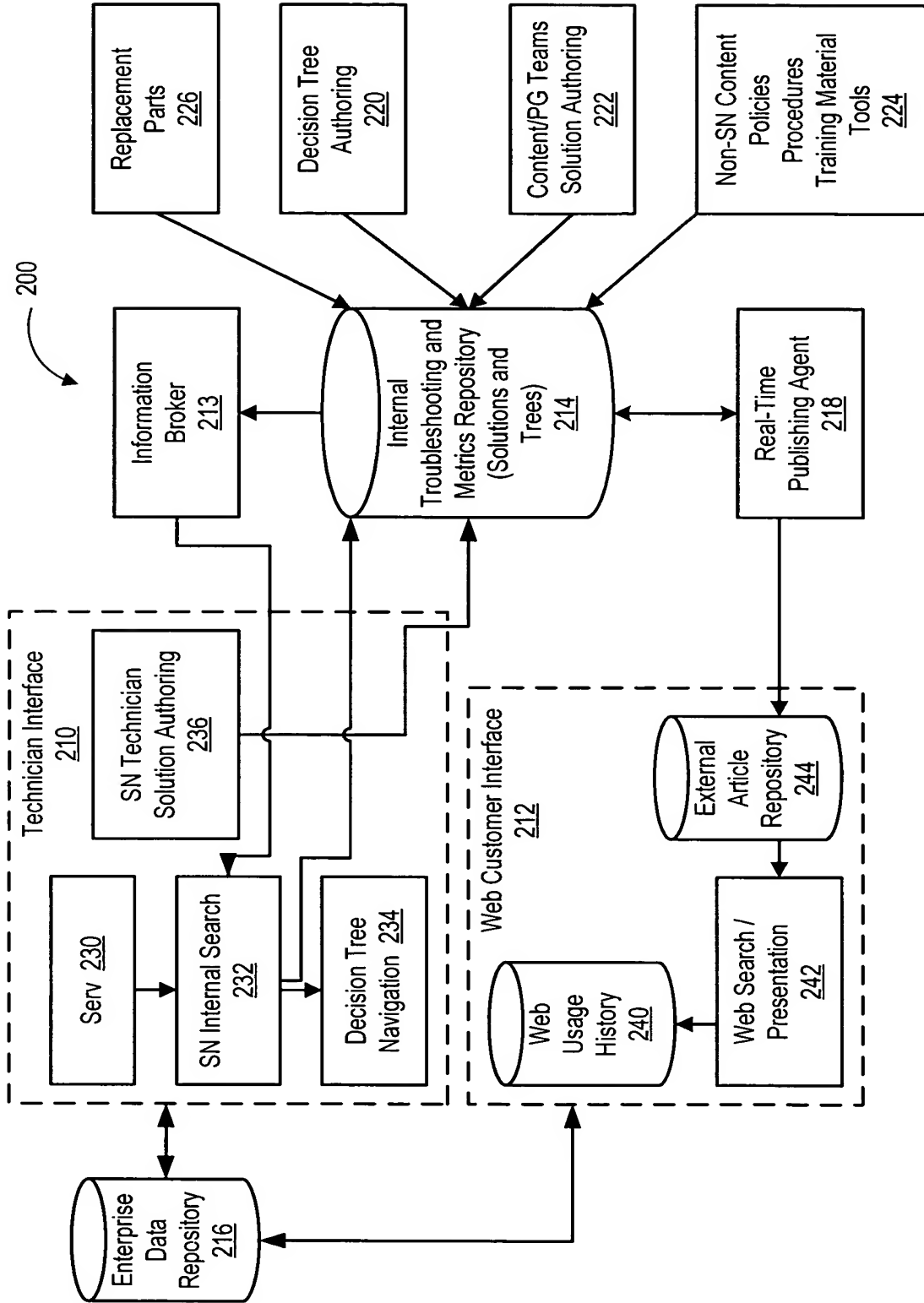


Figure 2

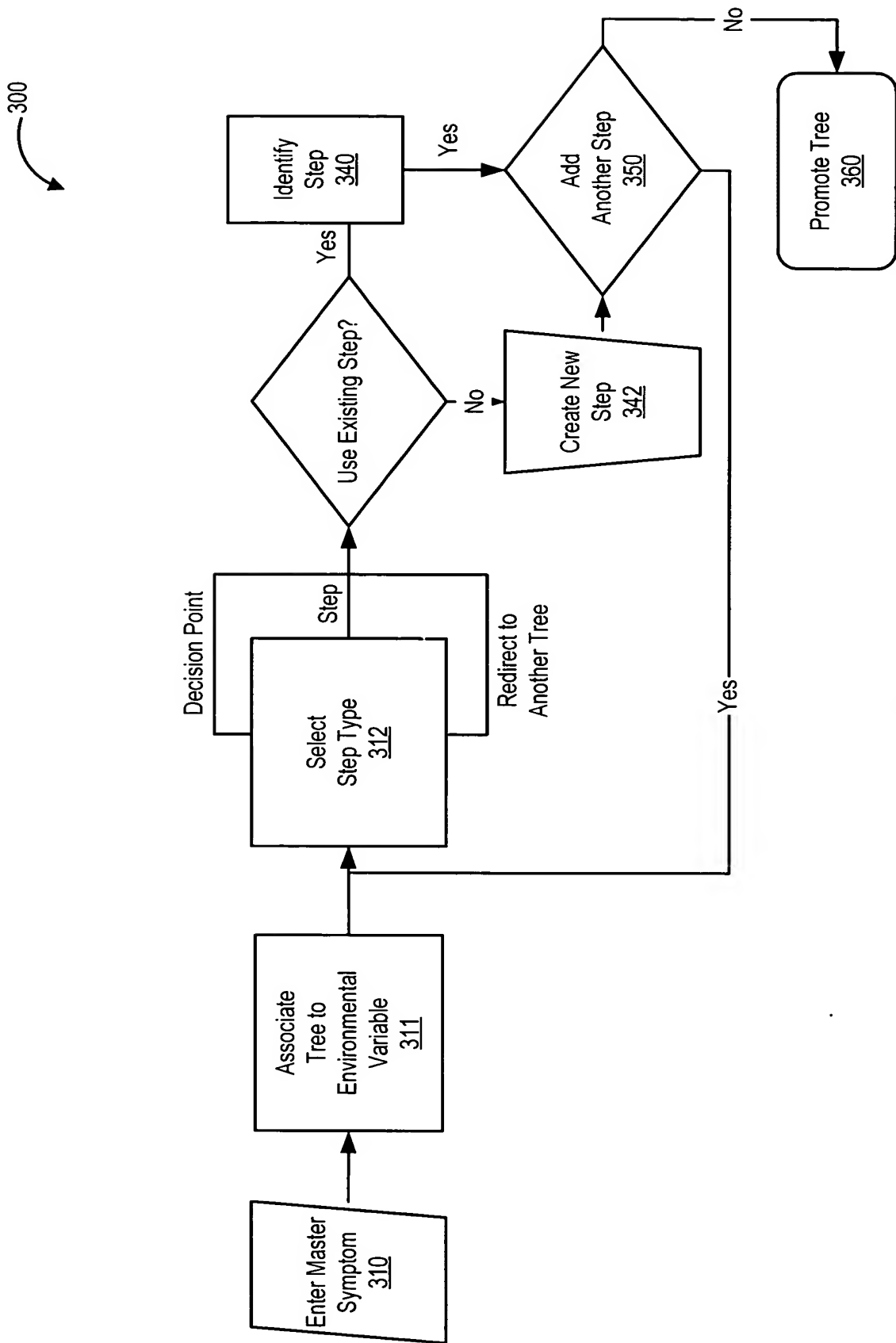


Figure 3

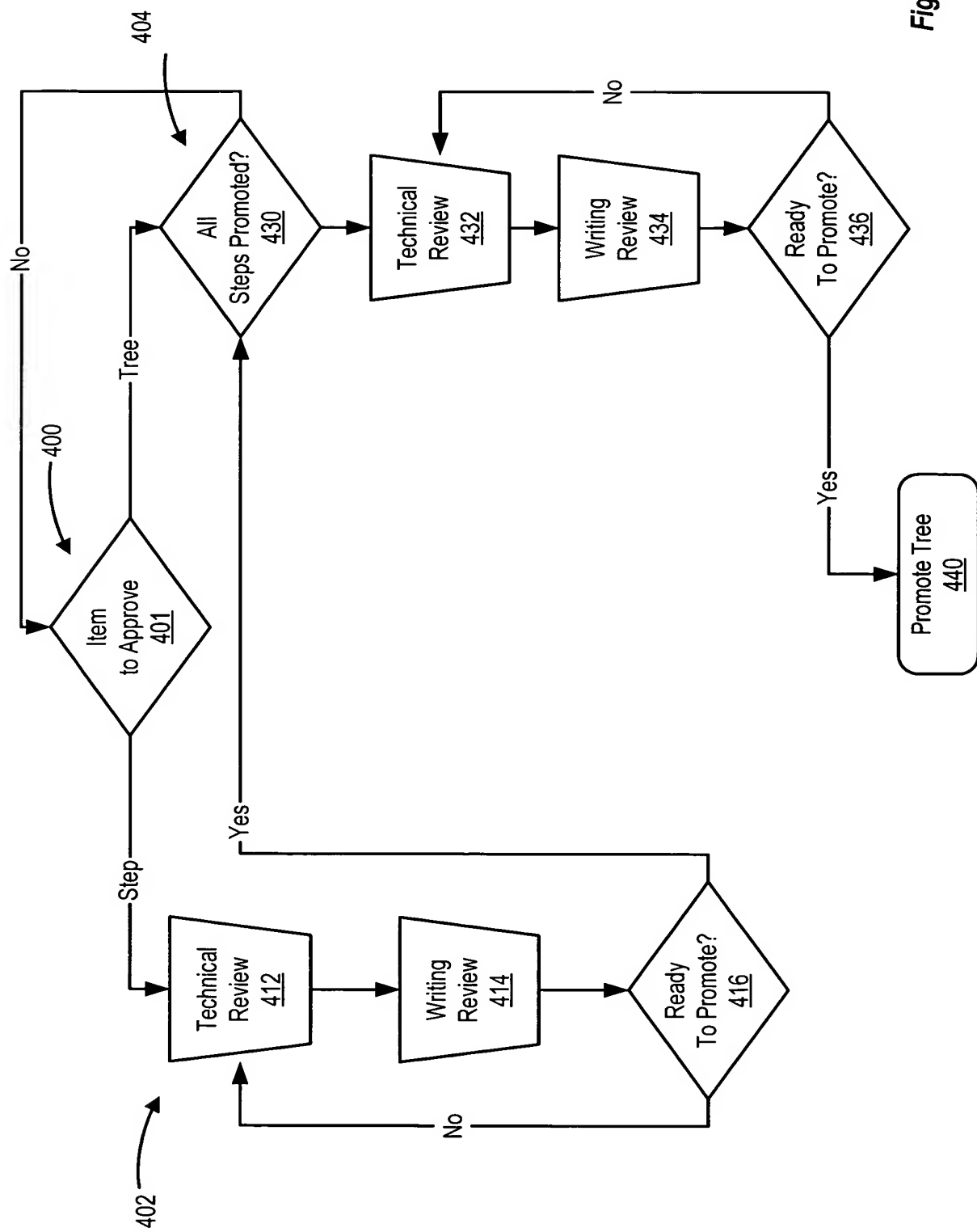


Figure 4

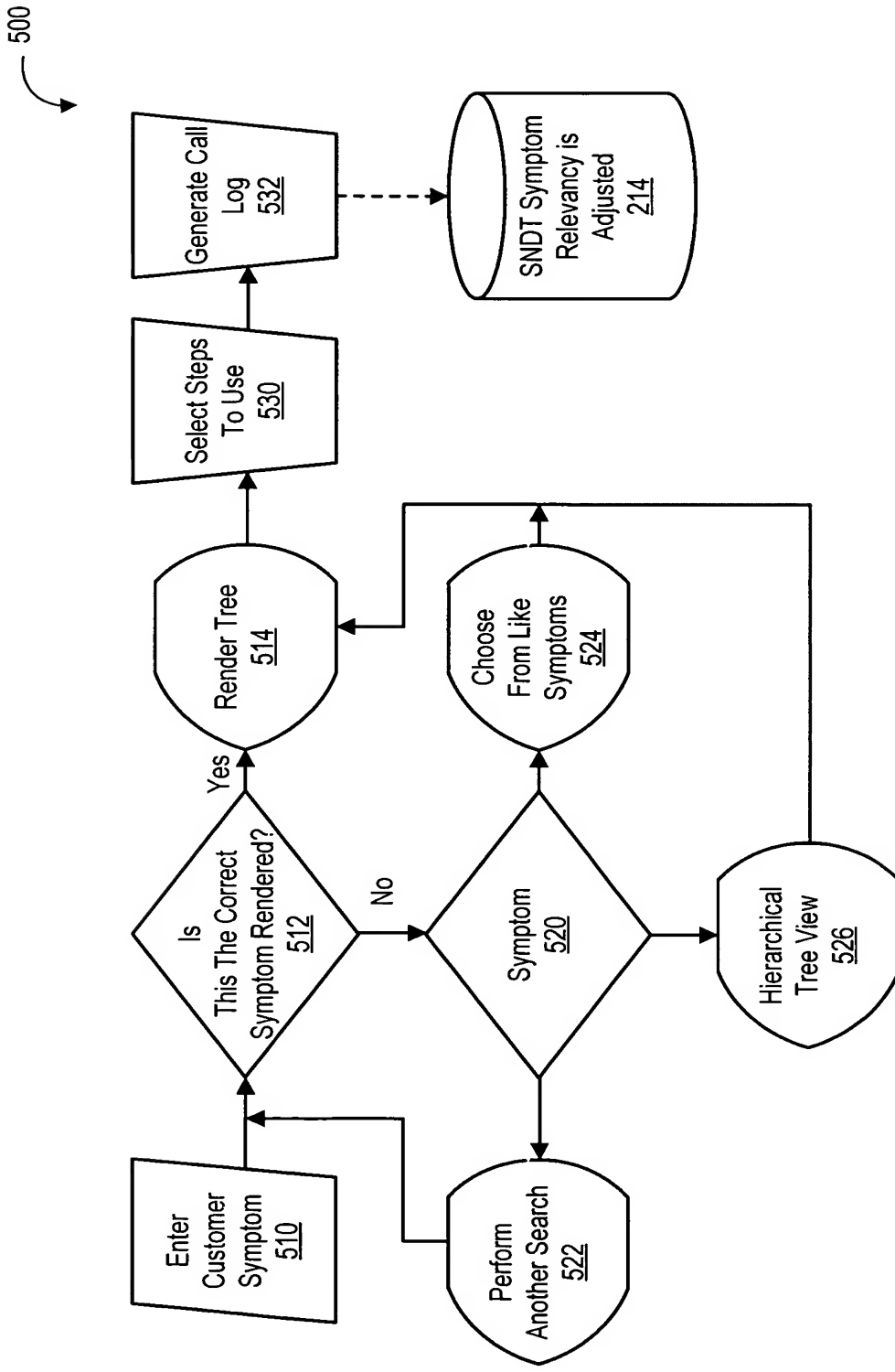


Figure 5

SNCRAUTHORING

Address

http://ausdsnqaweb01.us.com/SNCR/SNGateway?target=Tauthor&action=submit

Go

File

Step Editor

View

Workflow

Policy Admin

Edit

System Plastics - Broken/cracked plastics

Object is in stage: EDIT

Object is locked by: Department: SN T Team

Object ID: A877F18F962949DFA33751E&6367F651

Trees redirected to this tree:

Touchpad buttons nonfunctional (Production)

Read Only Tree

Check

Departmental Policies Regarding Replacement of Plastics

This Branch is for Portables

Check for Loose Hinges

Figure 6A

Figure 6B

Figure 6A

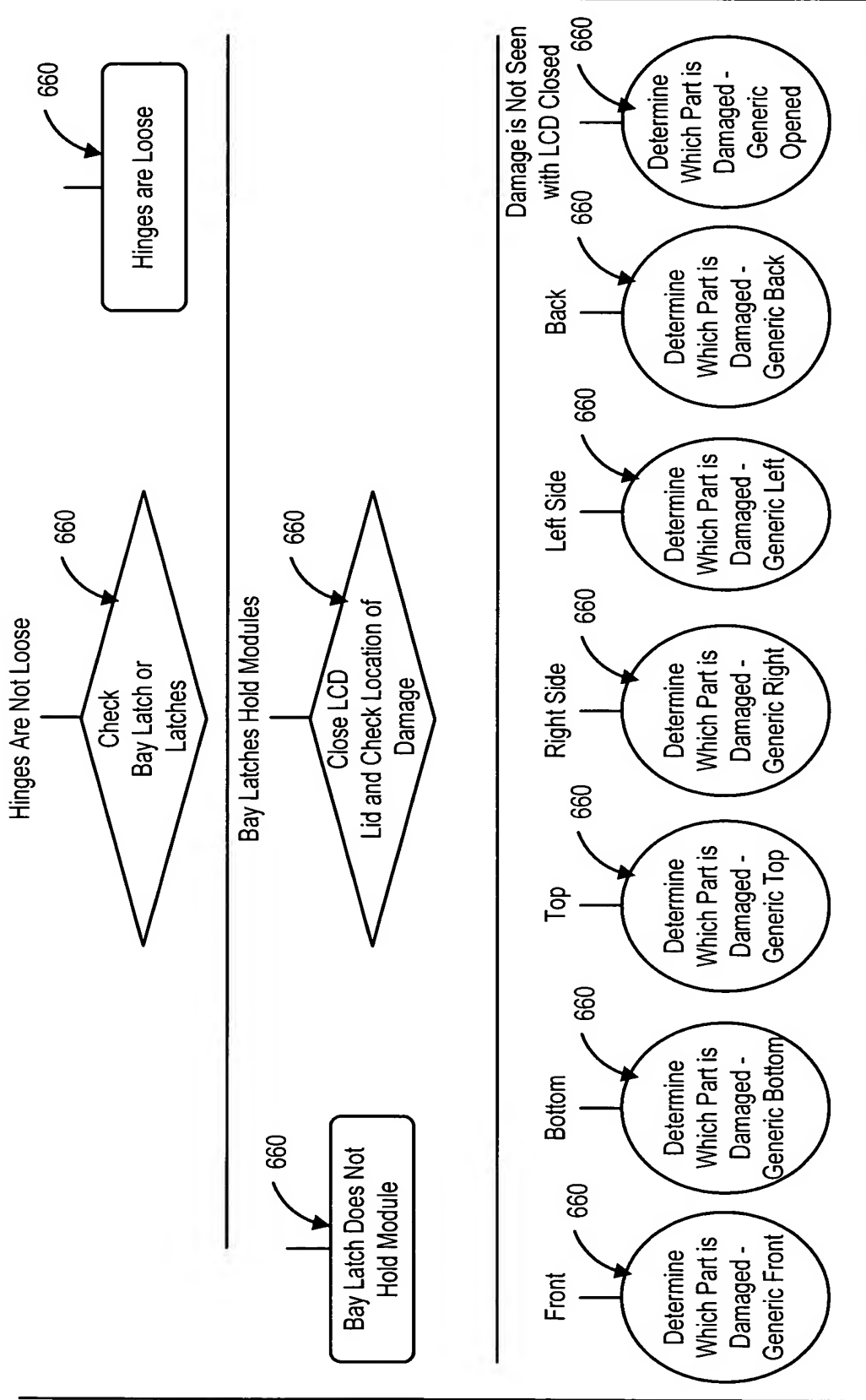


Figure 6A

Figure 6B

Figure 6B

700

SN DT STEP EDITOR		<input type="button" value="-"/> <input type="button" value="X"/>	
SN DECISION TREES			
Object is in stage: Object available in EDIT workstage. Object is locked by:			
Select Step Category:	PORTABLE SPECIFIC ▼		
Select Step:	Add Each Customer Removable Unit (CRU) Back and Check for Noise. ▼		
Step Name:	Add Each Customer Removable Unit (CRU) Back and Check for Noise.	Step ID:	9BA220ADED3F4AA3B5879E4EACB1EB86
Call Log:	Added Each CRU Back and Checked for Noise	Category:	PORTABLE SPECIFIC ▼
Trees That Use This Step:	Noise Complaint ▼		
Exceptions:	None		
Step Text	<p>1. Turn off the system, disconnect it from the power source, and remove any batteries in the system.</p> <p>2. Add one of the removed Customer Removable Units (CRU) to the system.</p> <p>3. Reattach the computer to the power source.</p> <p>4. As the system boots, listen for noise created by the added component.</p> <p>5. If you do not detect noise, repeat these steps until you are unable to isolate the source of the noise or all of the CRUs have been inserted.</p>		
<input type="button" value="Edit"/> <input type="button" value="Exit"/>			

710

712

714

Figure 7

800

810

812

SNDDT

STEPS POLICY SYSTEM CALL LOG

SYNPTOM INFORMATION

Amount of System Memory is Lower Than What is in the System

DECISION TREE

Desktop/Workstation Components - Amount of system memory is lower than what is in the system

Check the amount of missing memory

Only 1 or 2 MB of MEM are missing

More than 2 MB missing

Remove all third party hardware from the system

Determine if the amount of memory missing is the amount of a full memory module

Restore system to original configuration

Reseat the CPU, heatsink, and VRM

Determine if system has SDRAM/DDR or RDRAM modules

System Contains RDRAM memory

Reseat the memory

RESOURCES

- Longer Boot Time When Non Bootable USB Device is Attached
- Portables BIOS Simulations
- RSL Online
- Training and Development
- Hardware Reinstall Guides
- Authorized List of Generic Product ID Numbers

STEP INFORMATION

Check the amount of missing memory

Check system setup to determine the amount of memory that is missing

Refer to the Online Users Guide for information on entering system setup

<BACK | GENERATE LOG | HOME>

Figure 8A

STEPS	POLICY	SYSTEM	CALL LOG	
				<div style="display: flex; justify-content: space-between; align-items: center;"> 810 812 </div>
<BACK GENERATE LOG HOME>				
<h3>POLICY INFORMATION</h3> <hr/> <p>Damage By Natural Disaster</p>				
<BACK GENERATE LOG HOME>				

Figure 8B

help!

STEPS

POLICY

SYSTEM

CALL LOG

810

812

<BACK | GENERATE LOG | HOME>

SYSTEM INFORMATION

SERVICE TAG:

VT8NT

COMPANY NUMBER:

01

SYSTEM TYPE:

Latitude

SHIP DATE:

18-AUG-00

OPERATING SYSTEM:

Windows XP

SELECT SYMPTOM

SYMPTOM (REQUIRED)

Desktop/Workstation Components - Amount of system memory is lower than

ALL TAB > >

<BACK | GENERATE LOG | HOME>

Figure 8C

STEPS

POLICY

SYSTEM

CALL LOG

<BACK

GENERATE LOG

HOME>

810

812

Checked to determine the amount of missing memory on the system. More than 2MB missing Removed all third party hardware from the system. Determined if the amount of memory missing is the amount of a full memory module. Restored the system to original configuration. Reseated the CPU, heatsink, and VRM. System contains RDRAM memory Reset the memory.

Add to log:

Generate Log

<BACK

GENERATE LOG

HOME>

Figure 8D

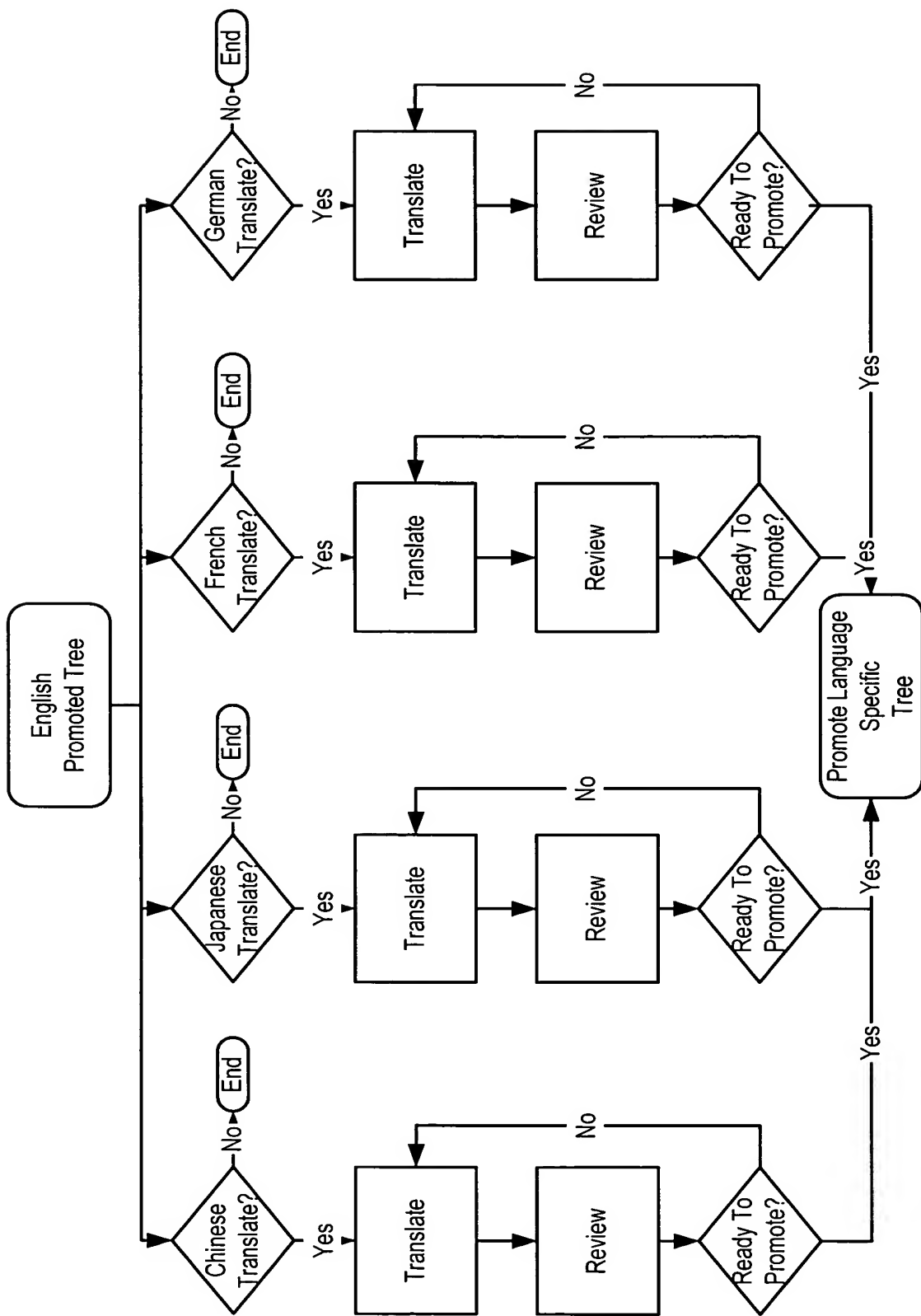


Figure 9